

EVV Frequently Asked Questions

A Quick Guide to Understanding EVV

What Is EVV?

“EVV” stands for Electronic Visit Verification. EVV is a way to record the date, time, and place your workers provide services to you.

What do they mean by “electronic?”

When talking about EVV, “electronic” means using an electronic device to record the date, time and place your worker provides services to you. The most common devices are cell phones, tablets, and computers.

What do they mean by “verification”?

When talking about EVV, “verification” means using technology to prove that both you and your worker are at the same place at the same time. This verification only needs to happen when your worker starts each shift and ends each shift.

What about my privacy?

EVV systems should be designed to protect your privacy. The information about where you are should not be shared with anyone except the people who process paychecks.

Why is Vermont implementing EVV?

This is a requirement of a federal law called the 21st Century CURES Act. All states must have EVV systems for workers who provide certain in-home Medicaid services.

What services will require EVV?

The list of services that will be mandated to use EVV currently include Children’s Personal Care, Choices for Personal Care, Attendant Services Program and the Traumatic Brain Injury Program. Additional programs may be added.

How do we use EVV?

EVV can be performed using a smart device (phone or tablet), computer or telephone. EVV will work even when there is no internet connection.

When will we have to start using EVV?

The EVV System will be available in January 2020. There will be training and help on how to use the EVV system.

I am a Health Care Provider, what does this mean for me?

People who deliver Medicaid services will use the EVV system to document provided care and services. The way in which care is provided will not change.